



## Patient Service

Your point of contact at the Department of Radiotherapy

You have been referred to the Department of Radiotherapy of the University Medical Center Groningen (UMCG) by your treating physician.

For the duration of your radiation treatment, the staff of Patient Service ('patiëntenservice') will be your point of contact. This brochure explains how they can be of service to you.

### Introductory meeting with a member of Patient Service

Your introductory meeting with a member of Patient Service will typically immediately follow on your initial consultation with the radiation-oncologist. If this initial consultation took place outside of the UMCG, you will have your introductory meeting with Patient Service the first time you visit the Department of Radiotherapy at the UMCG.

During the introductory meeting, the member of Patient Service will:

- ask if you have fully understood your consultation with the radiation-oncologist;
- inform you about the daily radiation treatment routine at the Department of Radiotherapy;
- inform you about the possibility of experiencing treatment-related side-effects;
- instruct you about asking questions and advice during your radiotherapy treatment regimen;
- inform you about skin care.

If so instructed by the radiation-oncologist, the member of Patient Service may need to determine your weight and/or draw blood.

For palliative treatments, you will receive your radiotherapy treatment appointments at the end of the introductory meeting. For curative treatments, these appointments will be mailed to you. Each time, you will receive appointments for the next week.

In preparation of your radiotherapy treatment regimen, a CT-scan may be acquired immediately following on the introductory meeting. For some CT scans, the member of Patient Service may need to prepare you to receive an injection of a special dye called intravenous contrast. The contrast will then be injected at the time of your CT-scan.

Depending on your treatment, your CT-scan may be acquired at a later date, of which the member of Patient Service will inform you.

## Contact with Patient Service

You will meet regularly with a member of Patient Service:

- Prior to any on-treatment visit with your radiation-oncologist. For the duration of your radiotherapy treatment regimen, you will meet your radiation-oncologist once every one or two weeks.
- Depending on your personal situation, a member from Patient Service may:
  - determine your weight;
  - draw blood;
  - contact your treating radiation-oncologist for an (additional) on-treatment visit;
  - ask you to fill out a questionnaire;
  - administer to any wounds you may have in the irradiated area and advise you about wound care;
  - initiate home care (if supporting medical care is warranted, for example for the treatment of wounds);
  - disconnect a feeding tube prior to your radiation treatment and reconnect it following its completion;
  - initiate support by a medical social worker, in coordination with your treating radiation-oncologist;
  - inform you about transportation options – such as private transport, taxi or ambulance – and explain how to request authorization from your health care insurance.

## Your point of contact

The members of Patient Service will be your point of contact for the duration of your radiation therapy regimen. Following completion, they will also be your point of contact for questions or physical complaints related to your radiation treatment. They may refer you to your primary care physician if your radiation treatment is very unlikely to be the cause of your physical complaints.

## Patient Service desk

The members of Patient Service can be found at their desk (at the reception at Fonteinstraat 18). Please visit this desk in case of questions or physical complaints, if you have been referred to Patient Service, or if you have an appointment for an on-treatment visit. On workdays, the members of Patient Service are available until 9:30 PM.

At the UMCG Proton Therapy Center, the members of Patient Service can be found at the first-floor desk. They will be present during opening hours.

For urgent medical care in the weekend or evening hours, you can reach the on-call radiation-oncologist through the main hospital telephone number, +31 (0)50 361 61 61.

## Questions

Should you have any questions after having read this brochure, you can reach the members of Patient Service by phone at +31 (0)50 361 93 65. They are available on workdays between 8:15 AM – 12:00 AM and 13:15 PM – 16:00 PM.